

What is claimed is:

- 1 1. A quality assurance method for a services solution, comprising
- 2 the steps of:
- 3 defining a first solution by a provider having a business
- 4 objective, for a customer having a need;
- 5 performing a first assurance review of said first solution to
- 6 determine whether said first solution is technically viable,
- 7 deliverable, and includes technical risk identification,
- 8 assessment, and containment plans;
- 9 performing a second assurance review of said first solution to
- 10 determine whether said first solution includes complete
- 11 schedules, a complete cost and profit case, and said first
- 12 solution satisfies both said provider business objectives and
- 13 said customer need;
- 14 defining a second solution by said provider, by correcting any
- 15 deficiencies identified in said first or second assurance
- 16 reviews;

17 thereafter, performing a first readiness review of said second
18 solution to identify new issues or risks which arose during said
19 obtaining customer commitment step, determine whether delivery
20 plans are established, and establish baselines for performance
21 and said profit case;

22 periodically performing a project management review to verify
23 said second solution is being managed as defined, meeting said
24 profit case, and meeting said customer need; and

25 thereafter, performing a deliverable readiness review to verify
26 that said second solution has been delivered to said customer and
27 that said second solution satisfies said customer need.

1 2. The method as set forth in claim 1, further comprising the
2 step of performing a third assurance review of said second
3 solution to determine whether said deficiencies have been
4 satisfactorily corrected.

1 3. The method as set forth in claim 1, further comprising the
2 step of obtaining customer commitment to said second solution.

1 4. The method as set forth in claim 1, wherein said first
2 readiness review is performed to determine whether communication,
3 organization, tracking, change control, quality management, and
4 reporting delivery plans are established.

1 5. A method of managing a quality assurance service solution,
2 comprising the steps of:

3 a first solution defining by a provider having a business
4 objective, for a customer having a need;

5 performing a first assurance review of said first solution to
6 determine whether said first solution is technically viable,
7 deliverable, and includes technical risk identification,
8 assessment, and containment plans;

9 performing a second assurance review of said first solution to
10 determine whether said first solution includes complete and
11 reasonable schedules, a complete cost and profit case with
12 contingencies identified, and said first solution satisfies both
13 said provider business objectives and said customer need;

14 defining a second solution by said provider, by correcting any
15 deficiencies identified in said first or second assurance
16 reviews;

17 thereafter performing a third assurance review of said second
18 solution to determine whether said deficiencies have been
19 satisfactorily corrected;

20 obtaining customer commitment to said second solution;

21 thereafter, performing a first readiness review of said second
22 solution to identify new issues or risks which arose during said
23 obtaining customer commitment step, determine whether delivery
24 plans are established, and establish baselines for performance
25 and said profit;

26 periodically performing a project management review to verify
27 said second solution is being managed as defined, meeting said
28 profit case, and meeting said customer need; and

29 thereafter, performing a deliverable readiness review to verify
30 that said second solution has been delivered to said customer and
31 that said second solution satisfies said customer need.

1 6. The method as set forth in claim 5, wherein said first
2 readiness review is performed to determine whether communication,
3 organization, tracking, change control, quality management, and
4 reporting delivery plans are established.

1 7. A method of bringing about a service solution for a customer
2 having a need by a provider having a business objective, said
3 method comprising the steps of:

4 performing a first assurance review of said first solution to
5 determine whether said first solution is technically viable,
6 deliverable, and includes technical risk identification,
7 assessment, and containment plans;

8 performing a second assurance review of said first solution to
9 determine whether said first solution includes complete and
10 reasonable schedules, a complete cost and profit case with
11 contingencies identified, and said first solution satisfies both
12 said provider business objectives and said customer need;

13 defining a second solution by said provider, by correcting any
14 deficiencies identified in said first or second assurance
15 reviews;

16 thereafter, performing a first readiness review of said second
17 solution to identify new issues or risks which arose during said
18 obtaining customer commitment step, determine whether
19 communication, organization, tracking, change control, quality
20 management and reporting plans are established, and establish
21 baselines for performance and said profit;

22 periodically performing a project management review to verify
23 said second solution is being managed as defined, meeting said
24 profit case, and meeting said customer need; and

25 thereafter, performing a deliverable readiness review to verify
26 that said second solution has been delivered to said customer and
27 that said second solution satisfies said customer need.

1 8. The method as set forth in claim 7, further comprising the
2 step of performing a third assurance review of said second
3 solution to determine whether said deficiencies have been
4 satisfactorily corrected.

1 9. The method as set forth in claim 7, further comprising the
2 step of obtaining customer commitment to said second solution.